



| Week Begin | 2/1/2020 | 2/8/2020 | 2/15/2020 | Cumulative through |
|------------|----------|-----------|-----------|--------------------|
| Week End | 2/7/2020 | 2/14/2020 | 2/21/2020 | 2/21/2020 |

| Outgoing Mailings | Initial Mailing Date 01/24/2020 | | | |
|--------------------------------|---------------------------------|------------|-----------|--------------|
| Claim Package - Initial | - | 2 | 1 | 3 |
| Postcard Notice - Initial | - | - | - | 3,977 |
| Postcard Notice - Remail | 11 | 112 | 68 | 191 |
| Requested via Toll Free Number | - | - | 1 | 1 |
| Total Mailings Sent | 11 | 114 | 70 | 4,172 |

| Undeliverable Mailings | | | | |
|---|-----|-----|-----|-----|
| Total Processed Undeliverable Notices (including Remails) | - | - | - | - |
| Total Processed Undeliverable Postcards (including Remails) | 146 | 79 | 43 | 332 |
| Total Undeliverable Emails | - | - | - | - |
| Unreachable Tracking Numbers* | 199 | 278 | 219 | |

*All noticing attempts have been unsuccessful.

| Claim Forms | Filing Deadline 12/31/2020 | | | |
|--|----------------------------|----------|----------|----------|
| Claim Form - Total Received | 2 | 1 | - | 3 |
| Web Claim - Total Received | - | - | 1 | 1 |
| Total Claims Received (Paper/Web) | 2 | 1 | 1 | 4 |

| Call Center Support | +1 833 991 1524 | Launch Date 01/24/2020 | | | |
|--|-----------------|------------------------|-----|-----|--|
| IVR - Total Calls | 10 | 9 | 13 | 54 | |
| IVR - Total Minutes | 95 | 91 | 112 | 404 | |
| Live Operator - Total Incoming Calls | 6 | 5 | 8 | 25 | |
| Live Operator - Total Incoming Minutes | 119 | 88 | 119 | 414 | |
| Live Operator - Total Outgoing Calls | 3 | 1 | 1 | 5 | |
| Live Operator - Total Outgoing Minutes | 3 | 6 | 2 | 11 | |

| Website | www.vortenssettlement.com/cone | | | |
|--|--------------------------------|-------|-------|-------|
| Page Hits | 1,866 | 1,939 | 2,380 | 7,257 |
| Sessions | 1,447 | 1,427 | 1,602 | 5,185 |
| aintiffs-motion-and-memo-iso-of-final-approval.pdf | - | 2 | - | 4 |
| attachments-iso-motion-for-award-of-fees.pdf | - | 1 | 1 | 4 |
| claim-form.pdf | 105 | 77 | 72 | 340 |
| complaint.pdf | - | 2 | 2 | 10 |
| declaration-of-kyle-bingham-on-notice-plan.pdf | - | 1 | - | 2 |
| distribution-centers.pdf | 5 | 2 | 5 | 17 |
| fs-motion-for-class-certification-and-memo-iso.pdf | - | 1 | - | 3 |
| lement-and-request-for-entry-of-case-deadlines.pdf | - | 1 | - | 3 |
| ling-order-regarding-case-management-deadlines.pdf | - | 1 | - | 2 |
| nding-plaintiffs-on-behalf-of-texas-only-class.pdf | 1 | 1 | - | 3 |
| notice.pdf | 7 | 5 | 2 | 24 |
| order-granting-joint-motion.pdf | - | 1 | - | 6 |
| plaintiffs-motion-for-an-award-of-fees.pdf | 1 | 1 | - | 3 |
| preliminary-approval-order.pdf | 1 | 1 | 1 | 4 |
| proposed-order-setting-deadlines.pdf | - | 1 | - | 3 |
| reliminary-approval-of-settlement-and-memo-iso.pdf | - | 1 | - | 5 |
| settlement-agreement.pdf | 1 | 7 | 5 | 17 |

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